



# State Of Montana

## Agency IT Plan

## Template

***FOR FY2010 - FY2015 IT PLAN UPDATE***

---

---

**STATE OF MONTANA**

Should you have any questions or comments regarding this template, or desire additional copies, please contact:

Warren Dupuis  
CIO Support Officer  
Telephone: 406-444-0415  
E-mail: [wdupuis@mt.gov](mailto:wdupuis@mt.gov)  
Website: <http://www.mt.gov/itsd/stratplan/statewideplan.asp>

**INFORMATION TECHNOLOGY SERVICES DIVISION**

Dick Clark, CIO  
Warren Dupuis, CIO Support Officer

January 7, 2010

---

# TABLE OF CONTENTS

<b>EXECUTIVE SUMMARY .....</b>	<b>1</b>
<b>SECTION 1: AGENCY CONTACT INFORMATION .....</b>	<b>2</b>
<b>SECTION 2: AGENCY IT MISSION .....</b>	<b>2</b>
<i>2.1 Agency IT Mission Statement .....</i>	<i>2</i>
<b>SECTION 3: AGENCY SECURITY PROGRAM .....</b>	<b>3</b>
<i>3.1 Security Program .....</i>	<i>3</i>
<b>SECTION 4: AGENCY IT PLAN – GOALS &amp; OBJECTIVES .....</b>	<b>4</b>
<i>4.1 Goals .....</i>	<i>4</i>
<b>SECTION 5: IT INITIATIVES (FY2010 – FY 2015) .....</b>	<b>15</b>
<i>5.1 IT Initiatives .....</i>	<i>15</i>
<b>SECTION 6: ENTERPRISE ALIGNMENT .....</b>	<b>17</b>
<i>6.1 State Strategic Plan for IT Alignment.....</i>	<i>17</i>
<b>SECTION 7: EXPENDITURES .....</b>	<b>18</b>
<i>7.1 Planned Agency IT Expenditures .....</i>	<i>18</i>
<b>SECTION 8: ENTERPRISE IT INVENTORY .....</b>	<b>19</b>
<i>8.1 Inventory Update.....</i>	<i>19</i>
<b>SECTION 9: ADDITIONAL INFORMATION - OPTIONAL.....</b>	<b>19</b>

This page intentionally blank.

## EXECUTIVE SUMMARY

This is the Montana Department of Transportation's FY2010 Agency IT Plan. This plan reflects the information technology environment of MDT; an agency whose mission is to serve the public by providing a transportation system and services that emphasize quality, safety, cost effectiveness, economic vitality, and sensitivity to the environment.

Among the items presented in MDT's IT Plan are an outline of MDT's computer security program, our eleven IT goals and objectives, our assessment of MDT's enterprise alignment, and IT expenditure information.

At the time of this IT Plan submission, MDT has no major IT initiatives identified and therefore the IT initiative section is empty. If any IT initiatives are identified at a later date, MDT will update this plan to reflect any future initiatives.

## SECTION 1: AGENCY CONTACT INFORMATION

### *Agency Name:*

### *Role: Plan Owner*

Name: Jim Lynch  
Telephone Number: 406-444-6201  
Email Address: [jilynych@mt.gov](mailto:jilynych@mt.gov)

### *Role: IT Contact*

Name: Mike Bousliman  
Telephone Number: 406-444-6159  
Email Address: [mbousliman@mt.net](mailto:mbousliman@mt.net)

### *Role: IT Contact (Alternate)*

Name: Jeff Sillick  
Telephone Number: 406-444-7265  
Email Address: [jsillick@mt.net](mailto:jsillick@mt.net)

## SECTION 2: AGENCY IT MISSION

### 2.1 Agency IT Mission Statement

MDT's Information Services Division is dedicated to providing the best information technology products, services, and support to our customers through a staff of highly trained professionals.

## SECTION 3: AGENCY SECURITY PROGRAM

### 3.1 Security Program

Security of our information resources is of utmost importance to the Department. Access to information on our systems is controlled. Only authorized individuals can gain access to computer systems and information therein. Policies are in place to insure the adherence to the rules and procedures for access to the systems and information.

#### **Physical Security:**

Physical security to IT equipment and technologies is controlled.

- Equipment is kept in a locked area and access is limited to only necessary personnel.
- Electronic badge system provides access to only necessary personnel. System provides logs of all access to secured area.

#### **Access to data:**

Data security has been established for each of the Department's computer system platforms and is monitored and maintained by Security Officers in the Information Services Division. The security consists of requirements for logon Id's and passwords, and the application of access rules to system data files and tables.

Access to data is controlled using the built-in security functions of the operating system and applications, including Active Directory. All users and computers are members of the Active Directory (AD) and access to data is controlled by granting the appropriate access to the members in the AD. There may also be additional security access controls within the application in addition to the AD security.

#### **Policies/Procedures:**

The Department has policies and procedures in place to insure the proper access is allowed to information and technologies. Access is requested and approved following the policies and procedures of the Department. Logs are monitored to check for inappropriate access and possible intrusion attempts.

#### **Patches**

The Department developed procedures for the automatic update of patches, including operating system patches and virus scan patches.

#### **Continued commitment to meet security needs in the future**

As new technologies emerge the Department's security program will evolve to meet the security needs of the new technologies. Policies and procedures will be evaluated and amended as security needs change. Hardware, software, operating systems, logs, etc. continue to be monitored and evaluated to make sure they comply with appropriate policies, security needs, and are fully patched and do not pose a threat to the Department or Enterprise.

## SECTION 4: AGENCY IT PLAN – GOALS & OBJECTIVES

---

### 4.1 Goals

#### *Goal Number 1:*

##### **ITG 1      Maintain MDT's computing resources and environment**

Description: The Montana Department of Transportation's Information Services Division has a significant, long-term investment in its computer resources and environment. These resources include everything from personal computers located on employee desktops to the wiring and network hardware located behind the scenes. In addition to more than 2000 employees depending on a reliable MDT computer environment to perform their daily tasks, a significant dependency also exists on the part of federal agencies, other state agencies, the transportation contracting community, and the traveling public. The Information Services Division recognizes the vital role our computing resources and environment play in helping deliver the transportation program to the citizens of Montana and we are committed to maintaining these resources at peak performance and availability.

Benefits: The benefits realized are well maintained computing resources and environment. The beneficiaries include MDT personnel, as well as MDT's external customers.

Which state strategic goal(s) and/or objective(s) does your goal address? This goal supports the State's IT goals 1, 2, 3, and 4.

#### **Supporting Objective/Action**

**ITO 1-1**      Provide end-user hardware and software support, maintenance, replacement, and management services on an on-going basis

#### **Supporting Objective/Action**

**ITO 1-2**      Provide infrastructure hardware and software support, maintenance, replacement, and management services on an on-going basis



**Goal Number 2:****ITG 2      Maintain existing application systems**

Description: The Montana Department of Transportation's Information Services Division has a significant investment in computer applications. These applications are an integral part of every business function throughout the agency. The Information Services Division recognizes the vital role our computer applications serve in helping deliver the transportation program to the citizens of Montana and we are committed to maintaining these applications throughout their lifecycle.

Benefits: The benefits realized are well maintained and reliable computer applications. The beneficiaries include MDT personnel throughout the agency, as well as MDT's external customers.

Which state strategic goal(s) and/or objective(s) does your goal address? This goal supports the State's IT goals 1, 2, and 4.

**Supporting Objective/Action**

**ITO 2-1**      Provide applications software support, maintenance, replacement, and management services on an on-going basis

**Supporting Objective/Action**

**ITO 2-2**      Provide direction for improvements or alterations to the existing application portfolio

***Goal Number 3:***

**ITG 3      Create new and enhanced applications to meet the business needs of MDT**

Description: Information technology is an integral component of almost every business process conducted within the Montana Department of Transportation. These business processes are ever changing and the associated technology also needs to change to allow these processes to be the most efficient possible. ISD is committed to creating new and enhanced applications in a timely manner to meet the ever changing business needs of MDT.

Benefits: The benefits realized are new computer applications, as well as enhanced computer applications. The beneficiaries include MDT personnel, as well as MDT's external customers.

Which state strategic goal(s) and/or objective(s) does your goal address? This goal supports the State's IT goals 1 and 2.

**Supporting Objective/Action**

**ITO 3-1**      Ensure that an Agency focus on priority is provided for large scale development efforts that require extensive IT resources

**Supporting Objective/Action**

**ITO 3-2**      Implement Application Development Governance

**Supporting Objective/Action**

**ITO 3-3**      Implement the MDT GIS Strategic Plan

**Supporting Objective/Action**

**ITO 3-4**      Ensure that appropriate technologies are applied to new or extensively changed systems

**Supporting Objective/Action**

**ITO 3-5**      Provide support for the Applications Bureau technology direction

**Goal Number 4:****ITG 4      Provide customer support for all ISD services**

Description: The Information Services Division is first and foremost a service organization. Our mission is to provide quality IT products and services the Montana Department of Transportation requires to deliver the transportation program to the citizens of Montana. As a result, we take our customer support obligation seriously and strive to continually provide the best support possible.

Benefits: The benefits realized are well supported services. The beneficiaries include MDT personnel throughout the agency.

Which state strategic goal(s) and/or objective(s) does your goal address? This goal supports the State's IT goals 1 and 2.

**Supporting Objective/Action**

**ITO 4-1**      Evaluate and implement Service Level Management strategies

**Supporting Objective/Action**

**ITO 4-2**      Provide computer training opportunities for MDT personnel

**Supporting Objective/Action**

**ITO 4-3**      Evaluate and improve ISD's customer interfaces

**Supporting Objective/Action**

**ITO 4-4**      Continually assess ISD services

***Goal Number 5:***

**ITG 5      Manage ISD's Fiscal Resources**

Description: The Information Services Division has two important obligations: To manage our fiscal resources in the most prudent manner possible and to nurture and provide for our most important resource – our employees. ISD is committed to these obligations and continually strives to manage our resources in the best manner possible.

Benefits: The benefits realized include a well planned budget that enables ISD and the agency to understand where our fiscal resources will be utilized. Further, the benefits include a well managed workforce that allows us to successfully deliver MDT's IT program. The beneficiaries include MDT's senior management, MDT personnel, ISD workforce, and MDT's external customers.

Which state strategic goal(s) and/or objective(s) does your goal address? This goal supports the State's IT goals 1, 2, and 3.

**Supporting Objective/Action**

**ITO 5-1**      Continually assess and manage ISD's financial resources

**Goal Number 6:****ITG 6      Manage ISD's Human Resources**

Description: The Information Services Division has two important obligations: To manage our fiscal resources in the most prudent manner possible and to nurture and provide for our most important resource – our employees. ISD is committed to these obligations and continually strives to manage our resources in the best manner possible.

Benefits: The benefits realized include a well planned budget that enables ISD and the agency to understand where our fiscal resources will be utilized. Further, the benefits include a well managed workforce that allows us to successfully deliver MDT's IT program. The beneficiaries include MDT's senior management, MDT personnel, ISD workforce, and MDT's external customers.

Which state strategic goal(s) and/or objective(s) does your goal address? This goal supports the State's IT goal 1.

**Supporting Objective/Action**

**ITO 6-1**      Continually assess and implement ISD's workforce development strategies

**Supporting Objective/Action**

**ITO 6-2**      Continually assess and improve Bureau to Bureau, Section to Section, and within section communications for ISD

***Goal Number 7:***

**ITG 7      Maintain and implement strategic and tactical IT plans**

Description: Maintaining and implementing strategic and tactical plans is an important component to the business of the Information Services Division. These plans serve as the basis for all ISD activities, whether it is budget development, workforce development, employee performance management, or simply day-to-day activities undertaken by staff. ISD is committed to constantly evaluating our direction to ensure the best possible products and services are delivered in a timely manner to the Montana Department of Transportation.

Benefits: The benefits realized include the development of an appropriate IT strategic plan for MDT, as well as a deliverable tactical UT plan for the agency. The beneficiaries include ISD personnel, as well as all MDT personnel who rely on ISD for IT services.

Which state strategic goal(s) and/or objective(s) does your goal address? This goal supports the State's IT goal 1.

**Supporting Objective/Action**

**ITO 7-1**      Develop and maintain an IS strategic plan for the Agency

**Supporting Objective/Action**

**ITO 7-2**      Develop and maintain a tactical plan for ISD

**Supporting Objective/Action**

**ITO 7-3**      Develop and maintain the biennial agency IT plan required under MITA

**Goal Number 8:****ITG 8      Evaluate and document all ISD processes, procedures, and policies**

Description: Well reasoned and thoroughly documented processes, procedures, and policies are the foundation of a successful and mature organization. The Information Services Division recognizes this fact and is committed to continually evaluating, developing, updating, and documenting the many processes, procedures, and policies fundamental to our business.

Benefits: The benefits realized are processes and procedures which are well documented and continually evaluated for their appropriateness. The beneficiaries include ISD staff, as well as personnel throughout MDT who rely on ISD's processes and procedures.

Which state strategic goal(s) and/or objective(s) does your goal address? This goal supports the State's IT goals 1, 3, and 4.

**Supporting Objective/Action**

**ITO 8-1**      Continually assess and improve ISD processes

**Supporting Objective/Action**

**ITO 8-2**      Continually assess and improve MDT IT policies

**Supporting Objective/Action**

**ITO 8-3**      Employ Project/Program Management best practices to ensure timely and cost effective delivery

***Goal Number 9:***

**ITG 9      Manage all ISD-based programs**

Description: The Information Services Division is responsible for the management of a variety of programs essential to the success of MDT. We take this management responsibility seriously and strive to make each of these programs successful.

Benefits: The benefits realized are well managed IT-based programs within MDT. The beneficiaries of this goal are all MDT personnel who rely on these IT-based programs.

Which state strategic goal(s) and/or objective(s) does your goal address? This goal supports the State's IT goals 1 and 4.

**Supporting Objective/Action**

**ITO 9-1**      Manage the Records Program

**Supporting Objective/Action**

**ITO 9-2**      Provide program/project management to federally funded, large scale, cross-division and cross-agency projects

**Supporting Objective/Action**

**ITO 9-3**      Manage the Duplicating Services program

**Supporting Objective/Action**

**ITO 9-4**      Identify business case and high level plan for architecture decision making process

**Supporting Objective/Action**

**ITO 9-5**      Update the "Montana Regional Architecture" to ensure accuracy of the documentation of MDT's Intelligent Transportation System (ITS)



**Goal Number 10:****ITG 10      Evaluate, maintain, and improve ISD's business relationships**

Description: The Information Services Division maintains many business relationships vital to the success of MDT. These relationships include other divisions within MDT, other state agencies, the federal government, and MDT customers. It is imperative to the success of ISD to continually evaluate, maintain, and improve these relations.

Benefits: The benefits realized include better business relationships with ISD's business partners. The beneficiaries include ISD, as well as ISD's business partners.

Which state strategic goal(s) and/or objective(s) does your goal address? This goal supports the State's IT goals 1 and 2.

**Supporting Objective/Action**

**ITO 10-1**      Participate in Enterprise-based committees (i.e. Network and State Data Center; security; procurement, architecture)

**Supporting Objective/Action**

**ITO 10-2**      Continually evaluate ISD's relationship with ITSD's customer service, financial, networking and administrative areas of shared responsibilities and recommend change where and when identified

**Supporting Objective/Action**

**ITO 10-3**      Assess and identify opportunities for improvements to the state-wide GIS framework

**Supporting Objective/Action**

**ITO 10-4**      Work with Maintenance Division representatives and ITSD to define Agency COOP plan ensuring ISD portions of the plan are addressed – including but not limited to Business Impact Analysis of systems, Disaster Recovery planning (both recovery and restoration)

**Supporting Objective/Action**

**ITO 10-5**      Establish MDT Enterprise Architecture relationships with other Agencies within the State Enterprise

***Goal Number 11:***

**ITG 11      Evaluate new technologies and practices to meet future IT requirements**

Description: Technology is at the core of virtually everything managed by the Information Services Division. These technologies are ever changing and improving and it is imperative our division is continually evaluating these new technologies and practices in order to provide the best products and services available for MDT. ISD is committed to staying current with technological changes to ensure Montana's transportation program is as efficient and effective as possible.

Benefits: The benefits realized include the identification of the newest IT technologies and practices available. The beneficiaries include ISD, as well as all MDT employees who rely on IT to perform their business functions.-

Which state strategic goal(s) and/or objective(s) does your goal address? This goal supports the State's IT goals 1, 2, and 4.

**Supporting Objective/Action**

**ITO 11-1**      Continually assess new products to meet the needs of MDT

**Supporting Objective/Action**

**ITO 11-2**      Continually assess and revise the enterprise view of MDT systems and interrelationships of system data across the Agency and the State

**Supporting Objective/Action**

**ITO 11-3**      Maintain Program and Project Management best practices consistent with PMBOK and the State Program Management Office guidelines

## SECTION 5: IT INITIATIVES (FY2010 – FY 2015)

---

### 5.1 IT Initiatives

***Initiative 1 - Title:*** Web based Equipment Vehicle Management System (EVMS)

***Description:***

Currently EVMS is a server dependent Oracle base system. Software maintenance is a time consuming process on a server based system. Updates are required to be sent to individual computers where EVMS software has been loaded. This involves tracking each individual computer and ensuring that the computer still belongs to individuals using EVMS. In addition, computers in remote areas do not always receive updates due to poor connectivity. Also if the computers are not left on to receive updates a second load is required. This becomes a fairly time consuming process to ensure all computers have been updated as needed.

A web based system would create one location and one access point for the entire program, allowing any user to access EVMS for any computer alleviating the need to have it individually installed. It would also provide easy accessibility to management information and data as well as allow greater flexibility and less support. A web based EVMS would keep the system current with technology and allow uniform integration with other management and financial systems such as the Maintenance Management System (MMS), the Pavement Management System (PMS), and Statewide Accounting, Budgeting, and Human Resource Systems (SABHRS) as they move toward web based programming.

***EPP Number (if applicable):*** NP-704 and NP-802

***Initiative 2 - Title:*** UCR ECVISN Budget Authority

***Description:***

Every year through the Unified Carrier Registration (UCR) program, Montana collects fees from Montana and Alberta Motor Carriers, Brokers, Freight Forwarders and Shippers. These revenues are required by SAFETEA-LU (Federal transportation law) to be used for commercial vehicle safety purposes and administered through the state's Motor Carrier Safety Assistance Program (MCSAP). By federal law, Montana is capped at \$1,049,063 of UCR funds, and it is anticipated that this amount will be received each year. Amounts requested above the cap represent cash balances already on hand not expended in the base.

Using ECVISN federal funds and UCR state matching funds, MDT plans to deploy commercial motor vehicle related technology projects. ECVISN grants are 50% federally funded and 50% State funded. Under federal law, regulations and policy, UCR funds may be used as a State match. This proposal is to obtain spending authority for state UCR funds and Federal spending authority to fund three ECVISN projects. The requested combined authority is \$2,050,906 (\$1,025,453 ECVISN and \$1,025,453 UCR) for SFY 2012 and \$981,616 (\$490,808 ECVISN and \$490,808 UCR) in SFY 2013 to deploy these projects. In addition, MDT is requesting state spending authority for UCR funds of \$127,000 in SFY 2012 and \$152,000 in SFY 2013 to maintain the ECVISN deployments.. The two projects in SFY 2012 are automated payment capability for the IFTA (International Fuel Tax Agreement) and IRP (International Registration Plan) systems and weigh station automated vehicle screening at two existing weigh stations. The SFY 2013 project is virtual weigh station automated screening at an existing weigh in motion site.

***EPP Number (if applicable):*** PL-2201

## SECTION 6: ENTERPRISE ALIGNMENT

### 6.1 State Strategic Plan for IT Alignment

Please indicate which Communities of Interest your agency plans to be involved in. Agencies are asked to select at least one, but can select as many as needed. Further planning work by the communities of interest will take place following submission of agency IT plans.

X ☐ Government Services

X ☐ Public Safety

X ☐ Human Resources

X ☐ Environmental

☐ Education

X ☐ Economic

☐ Cultural Affairs

X ☐ Finance

## SECTION 7: EXPENDITURES

### 7.1 Planned Agency IT Expenditures

Please note: MDT does not yet have a budget for fiscal years 2012 through 2015. The State Legislature will establish the budget for FY2012 and FY2013 in their session scheduled to begin in January 2011.

<u>Expense Category</u>	<u>FY2010</u>	<u>FY2011</u>	<u>FY2012</u>	<u>FY2013</u>	<u>FY2014</u>	<u>FY2015</u>
Personal Services	7165584	7092818	7092818	7092818	7092818	7092818
Operating Expenses	8190532	8190477	8190477	8190477	8190477	8190477
Initiatives						
Other expenditures						
<b>Totals</b>	15,356,116	15,283,295	15,283,295	15,283,295	15,283,295	15,283,295

## SECTION 8: ENTERPRISE IT INVENTORY

---

### 8.1 Inventory Update

*Has the Agency updated their IT Inventory Database as outlined in Section 8 of the instructions? Yes*

*Date that Agency last updated their IT Inventory: February, 2010*

---

## SECTION 9: ADDITIONAL INFORMATION - OPTIONAL